Odin Automation

Office 365 Integration 19.3 Release Notes

Revision 1.34 (July 2, 2020)

Contents

Prerequisites

The Office 365 application package requires:

- Odin Automation
    - 8.3.0 with OA 8.3.0 HOTFIX PLATFORM v22 and OA 8.3.0 HOTFIX PUI v13, or a later 8.3.x version
    - 8.2.0 with OA 8.2.0 HOTFIX PLATFORM v30 and OA 8.2.0 HOTFIX PUI v10, or a later 8.2.x version
- (Optional) UX1 Marketplace

> **Note:** For information about the UX1 Marketplace, please refer to the [UX1 Marketplace Guide](#).

Fixed Issues

APSA-21516

Issue Summary: Misleading terminology in the application documentation.

Fix Description: Unified terminology is now used for licenses in the application documentation: recurring licenses and add-ons (former offers and add-ons), software subscription licenses, and perpetual software licenses.

APSA-21655

Issue Summary: Internal IP disclosure.

Fix Description: The procedure of application instance configuration is updated so that internal IPs are not used in application instance settings. See the Office 365 Integration Provider's Guide >> The Cloud Solution Provider Scenario > Deploying the Office 365 Application > Creating an Office 365 Application Instance for more details.

APSA-21442

Issue Summary: When two Office 365 subscriptions are simultaneously created for the same customer, a provisioning task of one of them fails with the "Default Admin login of the customer with the ID '***' is not set." error due to race conditions.

Fix Description: This issue is now fixed.

APSA-20364

Issue Summary: readCSPAccounts.py: Unable to prepare import data because of the error 'The add-on subscriptions ... and ... both have same parent subscription ... and same offer id'.

Fix Description: It is now possible to skip cloud subscriptions by suspending them in the Microsoft cloud and running the script with the --ignore-disabled option.

APSA-21391

Issue Summary: The "Show in CP" resource rate setting must not be ignored by the application UI.

Fix Description: The application UI now takes this setting into account.

APSA-21491

Issue Summary: readCSPAccounts.py fails if input data contains Unicode symbols.

Fix Description: This issue is fixed.

APSA-21571

Issue Summary: Get rid of the add-on property "multiplier".

Fix Description: Limits of license resources are now automatically converted from kilobytes to gigabytes during provisioning.

APSA-21520

Issue Summary: A big number is displayed instead of "Unlimited" for licenses whose limits are unlimited.

Fix Description: If the limit of a license is equal to or greater than 500,000, this limit is displayed as "Unlimited" in the application UI.

APSA-21402

Issue Summary: autoconf.py creates copies of unpublished service plans.

Fix Description: This issue is now fixed.

APSA-21545

Issue Summary: The "Buy More" wizard does not work if zero prices are specified in resource rates.

Fix Description: This issue is now fixed; a zero price is displayed as "Free".

APSA-20689

Issue Summary: Allow more than 25 characters for names of Office 365 subdomains.

Fix Description: These names can now contain up to 27 characters.

APSA-21466

Issue Summary: The application is unable to change PartnerID in change orders.

Fix Description: This issue is now fixed.

APSA-21683

Issue Summary: Incorrect HTML tags in locale-bmstore.de.

Fix Description: This issue is fixed.

APSA-21488

Issue Summary: The Office 365 import scripts set non-zero overuse fees for license and add-on resources in imported subscriptions even though overuse fees of resource rates in service plans are zero.

Fix Description: Zero overuse fees are now set in resources of imported subscriptions.

APSA-21508

Issue Summary: The user management changes made in 19.2 must be described in the documentation.

Fix Description: This is now described in the Office 365 Integration 19.3 Provider's Guide >> The Cloud Solution Provider Scenario > Overview > The Basic Object Model > User Management.

APSA-21594

Issue Summary: The application instance setting "Invitation URL" must be removed.

Fix Description: It was removed as customer invitation URLs are now automatically generated.

APSA-21865

Issue Summary: Failed to submit Office 365 reseller settings through UX1 for Resellers.

Fix Description: The issue is now fixed.

New Features and Changes

Software Subscription Licenses and Perpetual Software Licenses are Now Supported

As of version 19.3, the following new kinds of licenses are supported:

- **Software subscription licenses.** The key features of these licenses are:
  - A license of this kind is a one-time fee license. After a customer pays for a software subscription license, a cloud subscription is created, and this customer can use the corresponding product or service for a fixed term. As soon as this term ends, this cloud subscription is canceled. This customer can pay for this license again to create a new cloud subscription and continue using that product or service.
  - Limits in cloud subscriptions that include software subscription licenses cannot be changed. If a customer needs more software subscription license seats, this customer must pay for each license seat and create new cloud subscriptions.
  - A customer cannot renew or cancel cloud subscriptions that include software subscription licenses.
  - A software subscription license is organization-wide (it cannot be assigned to a user of an organization).
  - Software subscription licenses are listed in *Software Subscriptions CSP Commercial Price List* files, which are available for download in the Microsoft Partner Center.
- **Perpetual software licenses.** The key features of these licenses are:
  - A license of this kind is a one-time fee license. After a customer pays for a perpetual software license, this customer can use the corresponding product or service for its lifetime.
  - A customer cannot renew or cancel cloud subscriptions that include perpetual software licenses.
  - Limits in cloud subscriptions that include perpetual software licenses cannot be changed. If a customer needs more perpetual software license seats, this customer must pay for each license seat and create new cloud subscriptions.
  - A perpetual software license is organization-wide (it cannot be assigned to a user of an organization).
  - These licenses are listed in *Software Perpetual CSP Commercial Price List* files, which are available for download in the Microsoft Partner Center.

For a new installation of the application, you can configure these licenses during the deployment of the application, as described in the **Office 365 Integration Provider's Guide** >> **The Cloud Solution Provider Scenario** > **Configuring Resources**.

For an existing installation of the application, you can configure these licenses by using the instructions in the **Office 365 Integration Provider's Guide** >> **Useful Information** > **How to Add New Software Subscription Licenses and Perpetual Software Licenses on an Existing Installation of the Application**.

Support of the Microsoft Customer Agreement

Microsoft replaced the Microsoft Cloud Agreement with the Microsoft Customer Agreement, which means that all customers must accept and confirm the new agreement. To learn more about this, please see the article at https://www.microsoft.com/en-us/us-partner-blog/2019/10/23/the-new-streamlined-csp-microsoft-customer-agreement/.

As of version 19.3, to facilitate the acceptance of the Microsoft Customer Agreement, the application enables a customer to accept the new agreement and provide the contact details of the person who accepted it. When purchasing licenses or license seats through the application, customers who have not accepted the new agreement will be asked to accept it and provide their acceptance information; in the customer control panel, customers who have not accepted the new agreement will receive notifications reminding them to accept it and provide their acceptance information.

The Indirect CSP Reseller Model is Now Supported

Microsoft introduced a new model for Indirect CSP Resellers. As a result, every Indirect CSP Reseller must meet the following requirements:

- An Indirect CSP Reseller must have a CSP partner account in the Microsoft Partner Center.
- An Indirect CSP Reseller must sign a reseller agreement with Microsoft.
- The CSP partner account of an Indirect CSP Reseller must be connected with the CSP partner account of an Indirect CSP Provider.
- Sales transactions of customers of an Indirect CSP Reseller must be marked with the Microsoft ID and MPN ID of the CSP partner account of this Indirect CSP Reseller.

To facilitate the adoption of this Indirect CSP Reseller model, the application now supports the ability to register CSP partner accounts of Indirect CSP Resellers. During registration, a representative of an Indirect CSP Reseller must confirm the ownership of the appropriate CSP partner account, approve the connection with the CSP partner account of an Indirect CSP Provider, and specify the Microsoft ID, MPN ID, and initial domain of the CSP partner account of this Indirect CSP Reseller. After registration, this information will be used to inform Microsoft about which sales transactions belong to this Indirect CSP Reseller.
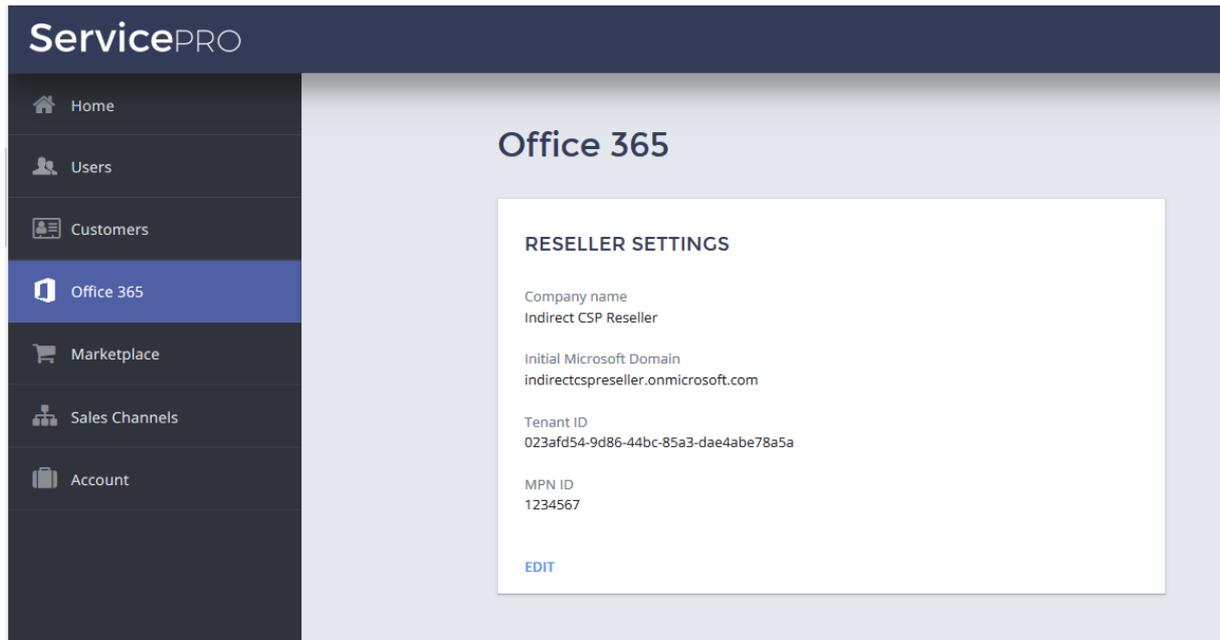
On existing installations, the CSP partner account of each Indirect CSP Reseller will be automatically registered during upgrade to version 19.3 if the following conditions are met:

- This Indirect CSP Reseller has a reseller account in Odin Automation.
- This reseller account is marked with the **MPN_ID** OA Billing attribute where the MPN ID of the appropriate CSP partner account is specified.
- The reseller account is subscribed to an *Office 365 Customer Management* service plan.
- UX1 for Resellers is enabled for this reseller account.
- In the Microsoft Partner Center, the CSP partner account of this Indirect CSP Reseller is connected with the CSP partner account of an Indirect CSP Provider registered in Odin Automation.

Important: After upgrading to 19.3, ask your Indirect CSP Resellers to log in to UX1 for Resellers and check their reseller settings displayed on the **Office 365** screen.

To learn more, see the **Office 365 Integration Provider's Guide** >> **The Cloud Solution Provider Scenario** > **Configuring Resellers**.

The Registration of Customers' Microsoft Accounts is Now Simplified

Before version 19.3, when registering their Microsoft accounts in the application, customers were required to create verification TXT DNS records. As of version 19.3, if the Microsoft account of a customer is registered in the application for the first time, this customer is not asked to create a verification TXT DNS record.

Known Issues and Limitations

- For CCP v1, the following operations are no longer supported by the application:
    - Adding, viewing, modifying, and removing Office 365 users.
    - Assigning and revoking Office 365 licenses to and from Office 365 users.
    - Running the synchronization of changes from the Microsoft cloud.

      Note: The automatic synchronization periodically performed by the application will continue to work.

  The full range of operations is available in UX1 for Customers, which is the modern replacement for CCP v1. We recommend that you switch your customers to UX1 for Customers. To switch your customers, use the instructions provided in the UX1 for Customers Provider Guide.
- Office 365 and Azure CSP resources cannot be sold in the same service template and service plan. You must use separate service templates and service plans for selling Office 365 and Azure CSP resources.
- Upgrading trial Office 365 subscriptions from trial service plans to paid service plans does not work in CCP v1. To work around this issue, you can switch customers with trial Office 365 subscriptions from CCP v1 to UX1 for Customers.
- For OA Billing online stores, the ability to create Office 365 subscriptions for existing Microsoft accounts is no longer supported.

Technical Information

Obtaining the 'Office 365' Package

To obtain the Office 365 application package, use this KB article or contact your Ingram Micro technical account manager.

Installation Procedure

To install the Office 365 application, use the instructions provided in the **Office 365 Integration Provider's Guide**.

Upgrade Procedure

The upgrade procedure consists of the following steps:

1. Prepare the necessary information for upgrading the Office 365 application endpoint (collect Office 365 gateway site parameters).
2. Update settings of all Office 365 application instances created for Indirect CSP Providers.
3. Update the configuration of all reseller accounts created for Indirect CSP Resellers.
4. Turn off Office 365 synchronization.
5. Upgrade the Office 365 application endpoint.
6. Upgrade the Office 365 application.
7. Turn on Office 365 synchronization.
8. Update the OA Billing control panel and online store customizations.
9. Perform post-upgrade validation.

Important:

1. The upgrade procedure is not reversible.

2. Upgrade steps **1**-**9** are mandatory.

3. Make sure the current version of the Office 365 application is **19.2** / **19.2.1** / **19.2.2** / **19.2.3** / **19.2.4**. Upgrading from other versions is not supported.

4. Before upgrading the Office 365 application from one version to another, make sure that you are going to follow the allowed upgrade paths. See this KB article for details.

5. If you have Office 365 application instances running in syndication mode (**Reseller Mode** is set to **Indirect CSP Reseller (through Ingram Micro)**), make sure that the version of the Federated Credentials Provider application belongs to the Office 365 application version to which you are going to upgrade. See this KB article for details.

6. If a non-LocalDB edition of SQL Server is used by your Office 365 application endpoint, make sure all SQL Server logins of Office 365 gateway application databases have the **sysadmin** server role. See the **Office 365 Integration Provider's Guide** >> **Cloud Solution Provider Scenario** > **Deployment Architecture** > **Preparing SQL Server Databases** for details.

7. The names of the Office 365 gateway sites must not be changed after the installation of the Office 365 application endpoint. If you have changed them, reinstate the original names before upgrading the Office 365 application endpoint.

8. Before upgrading the application, we recommend that you check that there are no unprocessed Office 365 tasks in Task Manager. Unprocessed Office 365 tasks may cause issues during and after upgrade.

To upgrade an existing installation of the Office 365 application, perform the following steps:

1. Prepare the necessary information for upgrading the Office 365 application endpoint. You must prepare the name of the Office 365 gateway site, the name of the Office 365 gateway application, the hostname of the Office 365 gateway site, and the IP address of the Office 365 gateway site. This can be done in the following way:
   a. Log in to the Provider Control Panel.
   b. Go to **Services** > **Applications**, select the **APS Connectors** tab, and click the **Office 365** application.
   c. Select the **Instances** tab and click the target application instance.
   d. Select the **General** tab.
   e. Obtain the value of the **Application API end-point URI** setting. This is a URL that is structured in the following way: https://<Hostname_of_Office_365_Gateway_Site>/<Name_of_Office_365_Gateway_Application>/aps/.
   f. Write down the name of the directory from the URL. This is the name of the Office 365 gateway application.
   g. Write down the hostname from the URL. This is the hostname of the Office 365 gateway site.
   h. Resolve and write down the hostname from the URL into the IP address. This is the IP address of the Office 365 gateway site.
   i. Log on to the Office 365 Application Endpoint Host as **Administrator** via RDP.
   j. Open **Internet Information Services (IIS) Manager**.
   k. Go to the list of sites.
   l. From the list, select the site with the IP address obtained above.
   m. Write down the name of the site. This is the name of the Office 365 gateway site.

2. For all Office 365 application instances configured for Indirect CSP Providers, make sure that the **Reseller Mode** setting is set to the **Indirect CSP Provider** value. If you do not have such application instances, skip this step.

> **Notes:**
>
> 1. To learn more about this setting, see the **Office 365 Integration Provider's Guide** >> **Cloud Solution Provider Scenario** > **Deploying the Office 365 Application** > **Creating an Office 365 Application Instance**.
>
> 2. To learn more about Indirect CSP Providers, see the **Office 365 Integration Provider's Guide** >> **Cloud Solution Provider Scenario** > **Configuring Resellers**.

3. For all reseller accounts configured for Indirect CSP Resellers, ensure the following settings are true:
   - UX1 for Resellers is enabled for these reseller accounts. See the UX1 for Resellers Provider Guide for details.
   - These reseller accounts are subscribed to *Office 365 Customer Management* service plans. See the **Office 365 Integration Provider's Guide** >> **Cloud Solution Provider Scenario** > **Configuring Resources** > **Manual Resource Configuration** > **Creating Office 365 Service Plans** > **Creating the 'Office 365 Customer Management' Service Plan** for details.
   - These reseller accounts have the **MPN_ID** OA Billing attribute. For each reseller account, the correct value of the attribute is specified.

   If you do not have such reseller accounts, skip this step.

   > **Note:** To learn more about Indirect CSP Resellers, see the **Office 365 Integration Provider's Guide** >> **Cloud Solution Provider Scenario** > **Configuring Resellers**.

4. Turn off Office 365 synchronization by canceling all periodic tasks **Office 365 * Synchronization with Office 365 Portal** in Task Manager.
5. Upgrade the Office 365 application endpoint:
   a. Upload the Office 365 application package to the Office 365 Application Endpoint Host.
   b. Unpack the application package.
   c. Unblock the contents of the O365-Web.zip file. To do this, right-click the file in **Windows Explorer**, click **Properties**, click **Unblock**, and click **OK**.
   d. Unpack the O365-Web.zip file.
   e. Start **Windows PowerShell Console** and go to the directory where the contents of the O365-Web.zip file are located.
   f. Run the .\setup.cmd -GatewaySiteName <The name of the Office 365 gateway site> -GatewayAppName <The name of the Office 365 gateway application> -GatewayIPAddress <The IP address of the Office 365 gateway site> -GatewaySiteCertSubject <The hostname of the Office 365 gateway site> -Force command.

   > **Note**: If you have several Office 365 gateway sites on the Office 365 Application Endpoint Host, use the procedure provided above to upgrade each Office 365 gateway site.

6. Upgrade the Office 365 application:
   a. Import the Office 365 application package to Odin Automation. See the [APS Application Hosting Guide](#) for details.
   b. Upgrade your Office 365 application instances. See the [APS Application Hosting Guide](#) for details.
7. Turn on Office 365 synchronization by running all the periodic tasks **Office 365 * Synchronization with Office 365 Portal** that you canceled previously.
8. Update the installed OA Billing control panel and online store customizations. Use [this KB article](#) to find the necessary customizations and update instructions.
9. Perform the following post-upgrade validation steps:
   a. In Task Manager, make sure that there are no unprocessed Office 365 tasks scheduled during the upgrade.
   b. For each Office 365 application instance, make sure that all settings are correctly specified and all necessary Microsoft APIs are accessible. To do this, select the application instance you need to check and click **Test Connection**.

The End of Life Policy

The Office 365 application follows the end of life (EOL) policy described below.

There are two types of application version:

- Major versions. These have two-part version numbers (19.2, 19.3, 20.1, and so on).
- Minor versions. These have three-part version numbers (19.2.1, 19.2.2, 19.2.3, and so on).

A major version is supported for 12 months from the date it is released, or for 6 months after the next major version is released. Depending on the release date of the next major version, the support period of the previous major version can be extended, but not shortened.

For example:

1. 19.2 is released on 15 July 2019. In this case, the EOL date of 19.2 is 15 July 2020.
2. 19.3 (or 20.1) is released on 15 August 2019. In this case, the EOL date of 19.2, 15 July 2020, does not change.
   - OR -
   19.3 (or 20.1) is released on 20 February 2020. In this case, the EOL date of 19.2 changes from 15 July 2020 to 20 August 2020.

The very first minor version replaces its major version and inherits its EOL date from the major version. In turn, the major version reaches its EOL date in a month after the release of the very first minor version.

The next minor version replaces the previous minor version and inherits its EOL date from the previous minor version. In turn, the previous minor version reaches its EOL date in a month after the release of the next minor version.

For example:

1. 19.2 is released on 15 July 2019. In this case, the EOL date of 19.2 is 15 July 2020.
2. 19.2.1 is released on 15 August 2019. In this case, 19.2.1 inherits the EOL date of 19.2, 15 July 2020, and the EOL date of 19.2 changes from 15 July 2020 to 15 September 2019.
3. 19.2.2 is released on 19 February 2020. In this case, 19.2.2 inherits the EOL date of 19.2.1, 15 July 2020, and the EOL date of 19.2.1 changes from 15 July 2020 to 20 March 2020.
4. 19.3 (or 20.1) is released on 20 February 2020. In this case, the EOL date of 19.2.2 changes from 15 July 2020 to 20 August 2020.

Helpful Resources

The Office 365 integration guides are available here:
https://docs.cloudblue.com/oa/services/office365/home.htm.